



# CLASS SPECIFICATION

Town of Hilton Head Island, South Carolina

*This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.*

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<b>Class Title:</b>	<b>Information Specialist</b>
<b>Department:</b>	Administration
<b>Class Code:</b>	1010
<b>Salary Grade:</b>	G05
<b>FLSA Designation:</b>	Non-Exempt

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## **General Statement of Duties**

The principal function of an employee in this class is to serve as the central communication point within the Town, and to provide clerical and administrative support functions to assigned departmental personnel. The work is performed under the supervision and direction of the Records Administrator, but some leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with Town employees, business and community organizations, area schools, tourists, and the general public.

## **Examples of Essential Functions**

*(Examples are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position. Members of this classification may be required to perform a combination of the tasks below.)*

- Operates the Town's central multi-line telephone system in an efficient and courteous manner, including providing information regarding Town operations, or referring callers to appropriate departments or Town personnel; maintains contact information of local organizations for Municipal Directory;
- Greets visitors to Town Hall and provides requested information or distributes educational pamphlets regarding Town functions, or directs visitors to appropriate departments or Town personnel;
- Receives daily delivery of packages, letters, documents, and newspapers from courier services, maintains delivery logs, and notifies appropriate personnel in a timely manner;
- Provides information to customers on various subjects to include contact information and responsibilities of Town staff, contact information for County departments as well as police, courthouses and other public agencies, information on Town meetings, special event details and tourist information, and information on Town rules, regulations and laws.
- Manages distribution of special occasion greeting cards to public and Town employees on behalf of the Town;
- Processes meeting room requests for civic organizations and monitors meeting room schedule for conflicts;
- Performs a variety of administrative support duties as necessary, including gathering, assembling, updating, distributing, and/or filing a variety of information, forms, records and data as requested;
- Collects and assembles interesting and relevant news articles for Town scrapbook;
- Maintains an efficient supply of informational materials and pamphlets in main reception area for employee and public use;
- Follows general and position-specific safety regulations and procedures; identifies, corrects and/or reports safety hazards (*See Safety Manual for details*);

- Performs emergency or disaster-related duties as assigned;
- Performs other directly related duties consistent with classification role and function.

### **Knowledge, Skills and Abilities**

- Knowledge of good phone etiquette and practices;
- Knowledge of current practices and procedures involved in Town service delivery;
- Knowledge of department policies, procedures, and practices;
- Knowledge of modern office procedures, practices and equipment;
- Knowledge of modern office filing systems and procedures;
- Knowledge of the proper use of and operation of a multi-line telephone system;
- Ability to efficiently and courteously operate a multi-line telephone system;
- Ability to interact with the general public and staff in a courteous and diplomatic manner;
- Ability to efficiently and accurately perform basic mathematical calculations;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.

### **Minimum Qualifications**

- High School Diploma or GED; and
- Some customer service or general office experience; or
- Any combination of education, experience, special qualifications and training that provides the equivalent scope of knowledge, skills, and abilities necessary to perform the work.

### **Work Conditions and Essential Physical Abilities**

Principal duties of this class are performed in a general office environment and require the following essential physical abilities:

- Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects;
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound;
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes;
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion;
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles;
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly;
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.